# Table of Contents

<table>
<thead>
<tr>
<th>eDoc / Process</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Receipt (CR)</td>
<td>3</td>
</tr>
<tr>
<td>Advance Deposit (AD)</td>
<td>8</td>
</tr>
<tr>
<td>Credit Card Receipt (CCR)</td>
<td>11</td>
</tr>
<tr>
<td>Customer eDoc (CUS)</td>
<td>14</td>
</tr>
<tr>
<td>Create New Customer (CUS)</td>
<td>16</td>
</tr>
<tr>
<td>Customer Edit</td>
<td></td>
</tr>
<tr>
<td>Adding Alternate Address (CUS)</td>
<td>20</td>
</tr>
<tr>
<td>Customer Invoice (INV)</td>
<td>23</td>
</tr>
<tr>
<td>Correction Button – Customer Invoice</td>
<td>28</td>
</tr>
<tr>
<td>Customer Invoice – Batch Upload</td>
<td>29</td>
</tr>
<tr>
<td>Customer Invoice – Batch Print</td>
<td>33</td>
</tr>
<tr>
<td>Customer Credit Memo (CM)</td>
<td>35</td>
</tr>
<tr>
<td>Cash Control (CTRL)</td>
<td>38</td>
</tr>
<tr>
<td>Payment Application (APP)</td>
<td>41</td>
</tr>
<tr>
<td>Customer Report/History</td>
<td>44</td>
</tr>
<tr>
<td>Notes/Tips</td>
<td>46</td>
</tr>
<tr>
<td>Questions?</td>
<td>48</td>
</tr>
<tr>
<td>Appendix</td>
<td>49</td>
</tr>
</tbody>
</table>
**Cash Receipt (CR)**

- Used to record cash and checks for subsequent deposit into bank accounts by Cash Operations
- A CR eDoc should be submitted on every day that you receive payment regardless if funds are brought to Cash Operations
  - If the deposit is less than $500, funds must be delivered to Cash Operations within 7 calendar days.
  - Once total of cash/check received equals or exceeds $500, funds must be delivered to Cash Operations by the end of the following business day.
- The CR eDoc routes to Cash Operations staff for approval after the deposit has been brought to the Cash Operations Office.

To create a Cash Receipt:

- **Main Menu Tab**
  - Transactions
  - Financial Processing
  - Cash Receipt
Use the drop down menu to choose between entering “Individual Checks/Batches” or “Total Only”. Use “Individual Checks/Batches” to list checks individually in the eDoc. For large number of checks, use ‘Total Only’ to enter total amount of checks in the box, and attach Excel spreadsheet to Notes and Attachments tab. Excel file should include check #, date, and amount. If ‘Total Only’ is selected and a spreadsheet is not attached, the eDoc could be disapproved. All checks should have the date received stamped/written on the back.

Enter Description: Department, Date, $ Amount

Enter currency and coin count here. Denominations **MUST** match what is brought to Cash Operations.
Cash Receipt (CR) (continued)

If “Individual Checks/Batches” was selected above, then enter individual check details here: Check #, Date of Check, Description (name on check), and Amount. Click “add” after entering each check.

Enter Accounting Lines: Account Number, Object Code, and Amount. (If using expense object code, amount entered must be negative)

Enter Line Description (not required, but appears on General Ledger)

Click ‘add’ button after entering each Accounting Line
Click "submit". This will route the CR eDoc to Cash Operations for approval.

After eDoc is submitted, a message appears: “Document was successfully submitted”

Backup Documentation for the deposit must be attached in Notes and Attachments. Backup includes but is not limited to: register receipts, handwritten receipts, invoices, payment logs, etc.

Note: Reconciliation Total and Accounting Line(s) Total should equal each other

Click on pdf icon beside Print Cash Receipt Coversheet to retain copy for your records. You do not need to print a copy for Cash Operations.
Cash Receipt (CR) (continued)

- All deposits brought to Cash Operations must be delivered in a sealed fraud-stopper bag. These bags can be obtained from Cash Operations or you may use your own as long as they are tamper-proof.

- Two copies of the Cash Receipt Form, which can be found on the Cash Operations website, should be filled out and left outside the bag. This receipt is your proof of delivery to Cash Operations and should be retained by your department as part of your backup documentation for that day’s deposit.
Advance Deposit (AD)

- AD’s are used to record receipt of funds that are credited directly to Bank of America and do not come through Cash Operations. This includes:
  - Wire or ACH payments
  - RDS check deposits
  - Regional campuses and other off-campus locations

To Create an Advance Deposit

File Menu Tab

- Transactions
- Financial Processing
- Advance Deposit
Advance Deposit (AD) (continued)

Enter Description: Department, Date, $ Amount

Enter Date, Reference Number (mandatory field, Cash Operations does not have specific requirements on what is entered here)

Enter Amount and click ‘add’

Enter lines based on tender type and amount of each tender. Enter tender in Description field (example below). If this were a wire payment, the description would be “wire”. Select “add” after each line. You can add additional information to the description, as long as it begins with the tender type. For example, **Cash** – t-shirt sales 5/2017
Advance Deposit (AD) (continued)

Enter Accounting Lines: Account Number, Object Code, and Amount. Note: Total of Accounting Lines must equal the total entered in the Advance Deposit tab.

Select “Submit” once eDoc is completed. This will route the AD to Cash Operations for Approval.

Enter Line Description (not required but appears on General Ledger)

Select “add” after entering each Accounting Line
Credit Card Receipt (CCR)

- Used for departmental deposit of credit card receipts.
- Records income received via credit card payments.
- Negative accounting lines are acceptable.

To Create a Credit Card Receipt:

- Main Menu Tab
  - Transactions
  - Financial Processing
  - Credit Card Receipt

Enter Description (date of transactions MM/DD/YY, Amount, last three digits of merchant number)

Enter Credit Card Type (click on Magnifying Glass for options)
Credit Card Receipt (CCR) (continued)

Once options are displayed, choose correct Credit Card Type Code, click ‘return value’

Click ‘search’ and system will show available options below

Enter Vendor Number (10 digit number assigned or click magnifying glass for lookup)

Enter Date, Ref Nbr (Reference Number) and Amount

Click ‘add’

Enter Account Number, Object Code, and Amount

Click ‘add’

Enter Line Description (not required but appears on General Ledger)

Click ‘submit’

Note: Accounting Line Total must equal the Credit Card Receipt
After a document has been saved, the General Ledger Pending Entries tab will populate with debits and credits.

**Note:** Utilizing the General Ledger Pending Entries Tab is a beneficial tool to confirm entries prior to submission.

Please attach supporting documentation for CCR’s in the Notes and Attachments section - supporting documentation can be a copy of the daily settlement or any other report run to confirm the daily credit card activity.
Customer eDoc (CUS)

- Used to create new customers and edit existing customers.
- KFS auto-generates new customer account numbers. See specifications below for further details.
- Stores customer biographical information (address, phone number, customer type, tax ID, etc.)
- Allows multiple addresses for each customer.

*Note: Customer statements are strictly mailed to the primary address

Customer eDoc Specifications

1) The customer account number is based on user entry in customer name field. *The customer name must be entered as last name, first name*. A customer account number will be auto-generated and consist of the first 3 letters of the last name and 4 to 5 numerical digits, (i.e. Doe, John customer account number would be DOE12345).

2) *Customer accounts should not have special characters in the first 3 digits* (i.e., C&S Distributors - enter customer name as ‘Distributors C&S’). Customers who have special characters in their account number will affect reporting when running reports in Web FOCUS.
**Confirm Customer Not In Existence**

*Note:* Prior to creating a new customer, you must search KFS to confirm a customer does not already exist. For example, if you were searching for Subway, you would click into the customer name field and enter the name surrounded by asterisks:

To confirm there is not an existing customer in KFS:
1) Click into the ‘Customer Name’ field and type the name: *subway*.
2) Be sure to click the ‘Both’ radio button to view all accounts (active & inactive)
3) Click ‘search’

If customer exists, results appear here - to edit customer bio, click ‘edit’ or to view customer transaction history, click ‘report’
Create New Customer (after confirming customer does not exist)

To Create a New Customer:
1. **Maintenance Tab**
2. **Accounts Receivable**
3. **Click Customer**

While in the Customer Lookup screen:
1) Click ‘create new’ to create a new customer or
2) Click ‘search’ to edit an existing customer
Create New Customer (continued)

Tabs: Document Overview & General Information

Enter Description of eDoc (wording should be consistent with like eDocs)

Required fields marked with asterisk (*)

Enter Customer Name as last name, first name

Collection Status defaults to ‘Current’

The ‘Address Name’ field is the name which prints on Customer Statement

*It is acceptable to enter first name, last name in this section
Create New Customer (continued)

Options from the Customer Type Dropdown Menu:

- GF - Govt-Federal
- CT - Core-CT Customer
- GS - Govt-Other states
- BC - Business concerns (For profit)
- NP - Non-profit organization
- FR - Foreign business/govt
- IO - Individual-other
- IS - Individual-student
- CL - Clubs & org (students)
- UF - UConn Foundation
- OT - Other types not applicable
- HC - UConn Health Center

The most common customer type is IO for Individual Other

Tabs: Contact Information, Addresses, Notes & Attachments

**IMPORTANT:**
Contact Information: Enter as much contact information as possible. The more information you enter, the better chances the AR Office/collection agency has at recovering funds if customer fails to pay

**Minimum recommendation:**
include customer phone number or email and contact name

Customer Contact Information

Customer Address Information

Complete the required address fields (*)

Email Address to be a required field in the near future

Click ‘add’
Create New Customer (continued)

Notes and Attachments

Notes and Attachments are useful tools to include in a customer account. Anytime there is an update to a customer address or issue with an invoice/payment, a note should be entered in the customer account. If ever a credit memo is necessary, a note must be entered as to why the credit memo is required and emails or supporting documentation should be attached.

Tabs: Ad hoc Recipients

Ad Hoc Recipients can also be useful, for example if you must inform your supervisor of an invoice you created or you want another KFS user to acknowledge an eDoc, etc. Simply enter the action requested, enter the person you are ad hoc-ing, and click the ‘add’ button.

Click ‘add’

Once all tabs are completed and all customer information is entered, you may click ‘submit’ at bottom of eDoc and the customer eDoc will be routed to the AR Manager’s action list for approval.

Every eDoc has a route log which will display Pending Action Requests (current approval), as well as any Future Action Requests (future approval(s) in the workflow).

Note: Departments will not be notified when the Customer has been approved. If you need the customer approved prior to the 24 hour turnaround rule, please contact the Accounts Receivable Office at 5995 to request an exception.
Customer Edit – Adding Alternate Address

Alternate addresses are often necessary for larger customer accounts, for example the UConn Health Center. To add an alternate address, the customer account needs to be edited. Follow these steps to add an alternate address:

To Create an Alternate Address:

1. **Maintenance Tab**
2. **Accounts Receivable**
3. **Customer**

Result appears, click ‘edit’ at bottom left of screen.

Click ‘edit’ when customer account appears
## Customer Edit – Adding Alternate Address (continued)

The image shows a screenshot of a UConn FINANCE SYSTEMS interface for customer editing, with a focus on adding alternate address information. The details include:

- **Customer Number**: UCC8414
- **Customer Name**: UCONN HEALTH CENTER
- **Customer Alias1**: "" (no value)
- **Customer Alias2**: "" (no value)
- **Collection Status**: CURRENT
- **Last Collection Status Change Date**: 07/19/2012
- **Active Indicator**: Yes
- **Customer Record Add Date**: 06/29/2012
- **Last Activity Date**: 05/21/2015
- **Last Address Change Date**: 03/25/2015

### Old: Corporate Information
- **Birth Date**: (no value)
- **Email Address**: (no value)
- **Phone Number**: (no value)
- **800 Phone Number**: (no value)
- **Fax Number**: (no value)
- **Contact Name**: (no value)

### Add new contact information

- **Birth Date**: (no value)
- **Email Address**: john.doe@uconn.edu
- **Phone Number**: 800-672-0000
- **Fax Number**: (no value)
- **Contact Name**: John Doe

The interface also includes a section for contact phone numbers, which are not filled in.
1) Edit customer address and click ‘add’
2) At the bottom of the eDoc click ‘submit’

Customer Edit – Adding Alternate Address (continued)

Address Type: Alternate
Address Name: UCONN HEALTH CENTER
Address 1: Deane of Pediatrics
Address 2: 203 Farmington Avenue AP 4031
City: Farmington
State: Connecticut
Postal Code: 06030
International Province:
International Postal Code:
Country:
Email Address:
Address End Date:

Notes and Attachments (2)

Posted Timestamp | Author       | Note Text                                                                 | Attached File                                                   | Notification Recipient | Actions |
-----------------|--------------|---------------------------------------------------------------------------|-----------------------------------------------------------------|------------------------|---------|
06/22/2015 11:41 AM | Marks, Shawn D | edoc 1443720 entered to reverse 499 691 3668 from 10/4/2013. edoc 1443720 entered to reverse AD 728265 from 1/6/2013. These entries did not correct the initial unapplied posting on CTRL 691 3668. The warning KFS account numbers were used so the initial post was not affectively canceled. | ![UC06414.pdf](attachment) | | add |
05/21/2015 11:09 AM | Hatchfield, Nathan M | Email regarding the over payment of $200 dollars. Over payment was part of a grant so cannot be applied to another invoice. Nicole will make corrections to refund the health center back. | ![UC06414.pdf](attachment) | | send |
Customer Invoice (INV)

- Prepare an invoice to bill for goods and/or services provided.
  - Describe transaction – enter description in Document Overview section which will be helpful at first glance. Entering basic text will not be beneficial when/if needed in future
  - Identify customer
  - Enter accounting lines
- Option to save invoice eDoc to be completed at a later time.
- Submit eDoc for approval.
- See Accounts Receivable FAQs for billing other state agencies.

To Create a New Customer Invoice:

- Main Menu Tab
  - Transactions
  - Accounts Receivable
  - Click Customer Invoice
Customer Invoice (continued)

Enter Description (appears on Customer Statement not on Invoice)

Enter Organization’s Invoice Number (optional)

Populates Billing Organization Code (based on Initiator)

Under General Tab, enter Customer Number or click magnifying glass to search by name

Due date defaults to 30 days

Enter Attention Line Text (whom you are sending invoice)

Enter optional fields, as needed

Under Billing/Shipping Tab, enter ‘Bill To Address Identifier’ or click on the magnifying glass to search

If no ‘Ship To Address’ is selected, goods are treated as picked up at Billing Organization’s location

A Ship To Address may be added in the Customer Edit function, and then selected here if the Shipping Address differs from the Billing Address

PO # is helpful and often required by Customer’s AP dept and payment will not be forwarded unless PO provided

A Ship To Address may be added in the Customer Edit function, and then selected here if the Shipping Address differs from the Billing Address

Enter Description (appears on Customer Statement not on Invoice)

Enter Organization’s Invoice Number (optional)

Populates Billing Organization Code (based on Initiator)

Under General Tab, enter Customer Number or click magnifying glass to search by name

Due date defaults to 30 days

Enter Attention Line Text (whom you are sending invoice)

Enter optional fields, as needed

Under Billing/Shipping Tab, enter ‘Bill To Address Identifier’ or click on the magnifying glass to search

If no ‘Ship To Address’ is selected, goods are treated as picked up at Billing Organization’s location

A Ship To Address may be added in the Customer Edit function, and then selected here if the Shipping Address differs from the Billing Address

PO # is helpful and often required by Customer’s AP dept and payment will not be forwarded unless PO provided
**Customer Invoice (continued)**

Enter Invoice Item Quantity, Invoice Item Description, and Invoice Item Unit Price

**Note:** The Invoice Item Service Date currently does not appear on the Invoice - the information entered in the Invoice Item Description is what shows up on the General Ledger description

Any backup or notes regarding the invoice should be included in the Notes and Attachments section - emails or documents can be attached/added as well

Click ‘add’

Click ‘submit’
**Customer Invoice eDoc:** Refer to page 25 to see where each field appears on invoice

---

### Document Overview

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
</table>

### Financial Document Detail

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Amount</td>
<td>$500.00</td>
</tr>
</tbody>
</table>

### Organization

| Processing Chart Code | UC - University of Connecticut |
| Billing Chart Code | UC - University of Connecticut |

### Recurrence Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recurrence Interval Code</td>
<td>5</td>
</tr>
<tr>
<td>Total Number of Recurrences</td>
<td>1</td>
</tr>
<tr>
<td>Recurrence Begin Date</td>
<td>2014-06-01</td>
</tr>
<tr>
<td>Recurrence End Date</td>
<td>2015-06-01</td>
</tr>
<tr>
<td>Active Indicator</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### General

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Name</td>
<td>CAPITAL COMMUNITY COLLEGE</td>
</tr>
<tr>
<td>Customer Purchase Order Date</td>
<td>2014-06-01</td>
</tr>
</tbody>
</table>

### Statement Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Date</td>
<td>2014-06-01</td>
</tr>
<tr>
<td>Terms</td>
<td>NET 30 DAYS</td>
</tr>
<tr>
<td>Open Invoice Indicator</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Billing/Shipping

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill To Address</td>
<td>4540 Primary</td>
</tr>
<tr>
<td>Address Type</td>
<td>Primary</td>
</tr>
<tr>
<td>Address Name</td>
<td>CAPITAL COMMUNITY COLLEGE</td>
</tr>
<tr>
<td>Address 1</td>
<td>500 MAIN ST</td>
</tr>
<tr>
<td>City</td>
<td>HARTFORD</td>
</tr>
<tr>
<td>State</td>
<td>Connecticut</td>
</tr>
<tr>
<td>Postal Code</td>
<td>06103</td>
</tr>
<tr>
<td>Country</td>
<td>United States</td>
</tr>
</tbody>
</table>

### Accounting Lines

<table>
<thead>
<tr>
<th>Source</th>
<th>Chart</th>
<th>Account Number</th>
<th>Sub-Account</th>
<th>Object</th>
<th>Sub-Object</th>
<th>Project</th>
<th>Org Ref ID</th>
<th>Amount</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>UC</td>
<td>0000000</td>
<td>4700 Internal Revenue</td>
<td>4700 Internal Revenue</td>
<td></td>
<td></td>
<td></td>
<td>500.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Notes and Attachments

<table>
<thead>
<tr>
<th>Posted Timestamp</th>
<th>Author</th>
<th>Note Text</th>
<th>Attached File</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/19/2014 04:42 PM</td>
<td>Colleen G Wells</td>
<td>Support from Capital Comm College attached</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

Total: $500.00
Customer Invoice Example:
Refer to page 24 to see how the eDoc fields flow to the invoice.

INVOICE
UNIVERSITY OF CONNECTICUT
STORRS MANSFIELD, CT 06269
FED ID #060772160

Page 1 of 1
Date 05/15/2014

INVOICE: 988020

CUSTOMER NUMBER: CAP11742
ATTN: S. ANN SCHUMAN - SSCHUMAN@CCC.

BILLED BY (DO NOT REMIT TO):

PHONE: (860) 486-1670
FAX: (860) 486-9029
PREPARED BY: Carleen Wells

PO/AGREEMENT NO:
PO/AGREEMENT DATE:

<table>
<thead>
<tr>
<th>QTY</th>
<th>UNIT</th>
<th>DESCRIPTION</th>
<th>ITEM CODE</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>EA</td>
<td>PENDING SCHOL FOR VICTOR VASQUEZ 2014-2015</td>
<td></td>
<td>500.00</td>
<td>500.00</td>
</tr>
</tbody>
</table>

(additional invoice lines may be printed on the following pages)

NET 30 DAYS

PRETAX TOTAL: 500.00
TAX AMOUNT: 0.00
PAY THIS: 500.00

Detach & Return Lower Portion with Payment

PLEASE MAKE CHECKS PAYABLE University of Connecticut
INVOICE DATE: 05/15/2014
INVOICE: 988020
CUSTOMER NBR: CAP11742
UC4303560

ATTN: S. ANN SCHUMAN - SSCHUMAN@CCC.
CAPITAL COMMUNITY COLLEGE
950 MAIN ST
HARTFORD, CT 06103

REMIT TO: UNIVERSITY OF CONNECTICUT
Office of the Bursar
233 Glenbrook Rd - Unit 4231
Storrs, CT 06269

000000050000 0000988020 0CAP11742 0
Correction Button - Customer Invoice:

To only be used by AR Office staff

The original purpose of the ‘Correction’ button on an unpaid customer invoice was for users to be able to correct or back out an invoice (due to typo/incorrect $ amount). If you realize after you submitted an eDoc (on same business day) that you need to reverse due to user error, please contact the AR Office at ext. 5995 for the AR Office to correct.
Customer Invoice – Batch Upload

- KFS allows for invoices to be uploaded and printed via batch by completing the AR_INV_CRM_Upload.xls template.
- To access the template, open the Customer Invoice eDoc and scroll down to the Accounting Lines tab and click on red question mark icon as shown here:

![Accounting Lines tab](image)

- On Accounting Lines tab, click red question mark icon to open list of Data Import Templates

![Data Import Templates](image)

Citc to open Excel file template

KFS line import templates allow you to import any number of accounting lines. If types of e-docs for which templates are available in the default system and providing templates to import multiple lines of data. Additional subsections contain

More:
- AR_INV_CRM_Upload.xls (Customer Invoice Credit Memo - Main menu Tab)
- AR_INV_CRM_Upload.xls (Customer Invoice Data Import - Main menu Tab)
- AV_Import.xls
- BA_YEBA_Import.xls
- DE_YEYI_IB_YIF_YIF_FE_Encumbrance_Only_Import.xls
- GSC_TROCO_Import.xls
**Customer Invoice – Batch Upload** (continued)

**AR_INV_CRM_Upload.xls**

The AR_INV_CRM_Upload.xls template applies to Customer Invoice (INV) and customer credit memo (CRM) documents (Administration Tab). The basic format of the template is shown below.

<table>
<thead>
<tr>
<th>Column</th>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Charge Group Key</td>
</tr>
<tr>
<td>B</td>
<td>Description</td>
</tr>
<tr>
<td>C</td>
<td>Bill by Chart of Account Code</td>
</tr>
<tr>
<td>D</td>
<td>Billed by Organization Code</td>
</tr>
<tr>
<td>E</td>
<td>Organization Invoice Number</td>
</tr>
</tbody>
</table>

---

**Note:** Prior to uploading to KFS, first two rows of file must be deleted and saved as a .csv file.

Required columns are indicated in **red**. The information page provides explanations of different columns.

New customers must be uploaded/entered to KFS (and approved) prior to uploading a Customer Invoice .csv file.

**IMPORTANT:** The data included in Column M – printinvoiceindicator – is essential to batch printing of invoices (see Customer Invoice – batch print for further information).
**Customer Invoice – Batch Upload** (continued)

Prior to uploading the completed .csv file to KFS, it is recommended to upload a test file to the KFS UAT environment. Contact 6-5995 for assistance.

To Upload a Batch Upload File:

- **Administration Tab**
  - Batch
  - Accounts Receivable
  - Customer Invoice/Credit Memo Upload (CSV)

1. **Browse** for the .csv file to be uploaded
2. **Indicate a File Identifier** consisting of letters and digits
   **Note:** Field cannot be blank, click ‘add’
Customer Invoice – Batch Upload (continued)

Successful upload indicated

KFS returns SUCCESS line for each invoice and invoice eDoc number

OR an unsuccessful upload is indicated

KFS returns an ERROR line for each invoice and batch failure

When batch upload fails, print error screen, and contact Angela at 6-5995 for assistance

After a successful upload in UAT, test batch print (instructions included on next page), then upload .csv file to KFS and batch print invoices
Customer Invoice - Batch Print

- To print customer invoices to a single pdf.
- **NOTE:** *Pop-up blockers must be turned off or batch invoices will be lost.*

Customer invoice batches only print once. If batch is lost, each invoice must be printed individually from invoice eDoc.

### To Batch Print Customer Invoice:

1. **Main Menu Tab**
   - Reports
   - Accounts Receivable
   - Customer Invoice

2. **Customer Invoice Generation**

   If invoices have been uploaded, Column M from the .csv file (printinvoiceindicator) is considered to print.

   If Column M value is U (User Queue)
   
   User ID – kfs
   
   Print invoices for date – indicate invoice date

   Click the ‘generate print file’ button. After file has processed, click .pdf file in lower left corner.
Customer Invoice – Batch Print (continued)

Due to nature of upload, ALL invoice uploads that indicate ‘U’ in Column M must reference User Id – KFS to batch print (and in the invoice eDoc, not the initiator’s NetID)

If the Column M value is ‘B’ (Billing Queue):

Chart Code – UC
Organization Code – (as indicated in Column D of the .csv file – billedbyOrganizationCode)
Print invoices for date – indicate invoice date
Org Type – click the Billing radio button

Click the ‘generate print file’ button. After file has processed, click .pdf file in lower left corner

Customer Credit Memo (CM)

- To reduce charges (units or dollars) on an existing invoice.
- Credit Memos can only be entered against an invoice if the invoice has an outstanding balance and the invoice must be in ‘Final’ status.
- Routes to Fiscal Officer of revenue account being credited on original invoice for approval.

To Create a Customer Credit Memo:

1. Main Menu Tab
2. Transactions
3. Accounts Receivable
4. Click Customer Credit Memo

Enter Original Invoice Number

Click ‘continue’
**Customer Credit Memo (CM)** (continued)

**IMPORTANT**: Customer credit memos are created to cancel charges on customer accounts. When a customer credit memo is created, it is extremely important for departments to enter a note in the Notes and Attachments section of the Customer Credit Memo eDoc. If your department is audited, you must provide documentation as to why you credited the customer’s account. Be sure to enter a note describing the reason for the credit on the account/cancellation of the invoice. The more information (emails/correspondence) you provide, the better.
Customer Credit Memo (CM) (continued)

Enter detail describing reason for credit memo

Click ‘add’

Attach emails/correspondence as backup in event your department is audited

Click ‘submit’
**Cash Control (CTRL)**

- Facilitates the entry and tracking of payment information.
- Payment amount cannot be negative.

<table>
<thead>
<tr>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Receivable</td>
</tr>
<tr>
<td>- <strong>Cash Control</strong></td>
</tr>
<tr>
<td>- Customer Credit Memo</td>
</tr>
<tr>
<td>- Customer Invoice</td>
</tr>
<tr>
<td>- Customer Invoice Writeoff</td>
</tr>
<tr>
<td>- Customer Invoice Writeoff Lookup</td>
</tr>
<tr>
<td>- Payment Application</td>
</tr>
<tr>
<td>Budget Construction</td>
</tr>
<tr>
<td>- Budget Construction Selection</td>
</tr>
<tr>
<td>Financial Processing</td>
</tr>
<tr>
<td>- Advance Deposit</td>
</tr>
<tr>
<td>- Adjustment/Accrual Voucher</td>
</tr>
<tr>
<td>- Budget Adjustment</td>
</tr>
<tr>
<td>- Cash Receipt</td>
</tr>
<tr>
<td>- Credit Card Receipt</td>
</tr>
<tr>
<td>- Disbursement Voucher</td>
</tr>
<tr>
<td>- Distribution of Income and Expense</td>
</tr>
<tr>
<td>- General Error Correction</td>
</tr>
<tr>
<td>- Indirect Cost Adjustment</td>
</tr>
<tr>
<td>- Internal Billing</td>
</tr>
<tr>
<td>- Pre-Encumbrance</td>
</tr>
<tr>
<td>- Single Sided Budget Adjustment</td>
</tr>
<tr>
<td>- Transfer of Funds</td>
</tr>
</tbody>
</table>

To Create a Cash Control:

- **Main Menu Tab**
  - Transactions
  - Accounts Receivable
  - Cash Control

**REMINDER:**

**Relieving an existing KFS receivable**

The *Cash Control* eDoc is the eDoc to be used to relieve an existing receivable. If an invoice was created on a customer account, the only way to clear the receivable from the account is to either:

1) Enter cash control and apply payment via *Payment Application* or
2) Process *Customer Credit Memo*
### Cash Control (CTRL) (continued)

**Enter Description**

**Enter Explanation**

**Enter identifier associated with payment such as check number**

**Enter date payment received**

**Enter Customer # or use search icon to search and return value**

**Enter description (which will be reflected on reports and in general ledger)**

**Enter amount of payment received**

**Click ‘add’**

**Remaining tabs are optional**

**Click ‘submit’**
Submission of Cash Control automatically generates Payment Application. Click on Payment Application eDoc number to open.
Payment Application (APP)

- Used when funds are already in AR Module, but have yet to be applied to a specific invoice.

- Contains several unique tabs, in addition to standard financial transaction tabs:
  - Control Information
  - Summary of Applied Funds
  - Quick Apply to Invoice
  - Apply to Invoice Detail
  - Non-AR

To Create a Payment Application:

- Main Menu Tab
  - Transactions
  - Accounts Receivable
  - Payment Application

Information brought over by Cash Control eDoc will be displayed
Summary of Applied Funds tab tracks amount(s) being applied - open amount decreases and applied amount increases as funds are applied.

Quick Apply to Invoice tab allows you to quickly select multiple invoices and apply funds to each selected invoice in full.

Check Quick Apply box next to each invoice you wish to apply payment to. Click ‘apply’

Non-AR tab allows for deposit of funds which are not related to payment of an invoice (to be used only by the AR Office).
Payment Application (APP) (continued)

Remaining tabs are optional

Click ‘submit’
Customer Report/History

- Access to view invoices, payments, and credit memos on customer account.

To View Customer Report/History:

- Maintenance Tab
  - Accounts Receivable
  - Customer

Search on Customer:

Enter the Customer Number and click ‘search’

When results are displayed, select ‘report’ on the customer you are seeking
Customer Report/History (continued)

- Invoices with $0 in the ‘Unpaid/Unapplied Amount’ column have been paid in full. Invoices with amount in ‘Unpaid/Unapplied Amount’ column indicates balance remains on invoice.

- To view eDoc detail, click “Document Number”.

- Option to export to Excel spreadsheet for sorting/analysis.
**Notes/Tips:**

**Miscellaneous information in regards to KFS invoices:**

1) **Invoice Generation** - The responsibility falls on the *university department* to print and mail invoices to the Customer with the exception of other state agencies who require a Core-CT State Transfer Invoice. After submitting invoice, return to the bottom of the eDoc and click “reload”. The invoice will then go to “FINAL” status. At the bottom of the eDoc, click “generate print file”. This will bring up a .pdf file in another tab which can then be printed and mailed or sent to the customer via email. If the .pdf does not open, be sure to check for pop-up blockers and/or clear your cache.

2) **Relief of Receivable** - If department received payment directly and an invoice has been created in KFS, the department must create a cash control to relieve the receivable. Failure to do so by creating a cash receipt/credit card receipt/advance deposit to be directly deposited into your respective KFS departmental account will result in the customer receiving a statement indicating payment continues to be due. In turn, your customer will contact our office frustrated.

3) **Quarterly Customer Statements** – Quarterly customer statements are generated and forwarded to the customer by the Accounts Receivable Office. Customers who have outstanding invoices greater than 60 days, receive a template past due letter requesting payment promptly. By the time the next customer statements are run and if the balance is not paid, the customer received another past due letter informing them they are in jeopardy of being sent to an outside collection agency.

4) **Internal Billing** – The proper eDoc to be used when a University Department needs to bill another University Department is the Internal Billing eDoc. To access this eDoc follow this navigation: 📄 Main Menu Tab ➤ Transactions ➤ Financial Processing and click ‘Internal Billing’.
Notes/Tips: (continued)

How can I confirm if an invoice has been paid?

If you know the eDoc # you can perform a doc search at the main KFS screen:

1. Click on ‘doc search’
2. Enter ‘Document Id’ and click ‘search’ and result appears, click on eDoc
3. After clicking on eDoc #, invoice opens, go to top right of screen to view ‘Open Amount’, if 0.00 then invoice is paid in full

In this example, invoice amount is 100.00 and remaining due is 100.00.
Questions?

Use help menu function from within eDocs by clicking on the question mark

<table>
<thead>
<tr>
<th>Topic</th>
<th>Name</th>
<th>Department</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUS, INV, CM, CTRL, APP</td>
<td>Carleen Wells</td>
<td>Accounts Receivable</td>
<td>486-3335</td>
</tr>
<tr>
<td>CUS, INV, CM, CTRL, APP</td>
<td>Angela Piela</td>
<td>Accounts Receivable</td>
<td>486-5995</td>
</tr>
<tr>
<td>CR, CCR, AD, CTRL, APP</td>
<td>Sherri Manis</td>
<td>Cash Operations</td>
<td>486-6454</td>
</tr>
<tr>
<td>CR, CCR, AD</td>
<td>Alyse Lofman</td>
<td>Cash Operations</td>
<td>486-6826</td>
</tr>
<tr>
<td>CR, CCR, AD</td>
<td>Jeanine Lavigne</td>
<td>Cash Operations</td>
<td>486-6633</td>
</tr>
</tbody>
</table>

October 2015
Appendix

Accounts Receivable FAQs

Am I required to invoice customers through KFS? What is the benefit to using the KFS AR Module for processing customer invoices?
The university requires a receivable be created in KFS for any goods and/or services provided by the University. Department revenue accounts are funded at the time the invoice (and related receivable) is created.

One of the customers I invoice is another state agency. Formerly I used form UC-608, how do I bill the other agency now?

1) Prepare a customer invoice – most state agencies have already been set up as KFS customers with a customer type of CORE-CT. If you do not locate the customer account, contact the Accounts Receivable Office at 486.5995 to have the customer created.
2) Enter the contact name in the ‘Attention Line’ text field and include an email address for the recipient in the ‘Notes and Attachments’ tab.
3) Ad-Hoc the KFS AR Group as an FYI
   a. Group Namespace Code: KFS-AR
   b. Group Name: CORE-CT Receivables

4) The Accounts Receivable Office prepares the State Transfer Invoice (STI) in the State of CT Financial System (Core-CT) which then is emailed to the customer including any attachments in the eDoc. Other state agencies pay the University through Core-CT, one exception however, is UCHC. Note: if you are billing UCHC, there is not an STI created. The invoice should be sent directly to UCHC AP, 263 Farmington Avenue, MC-4031, Farmington, CT 06030. Be certain to include specific contact details using the Header Text & Attention Line Text.

I clicked the ‘generate print file’ button and nothing happened. How do I print out the invoice(s)?
A new web page should have opened. Verify your pop-up blocker is disabled. If a message appears at the top of your screen, select to ‘always allow KFS to open the file’. Also, be sure to clear your browser cache.

I submitted an invoice and immediately realized the customer was billed the wrong amount, what do I do now?
A Customer Credit Memo must be prepared (see page 33 of KFS Procedural Guide). Credit memos are used to cancel an invoice (or a portion thereof) based on either a reduction in the unit quantity or dollar amount. If your customer has already received a copy of the invoice, you will need to mail the customer the credit memo for their records. The credit memo is available to be printed from the eDoc after it has been approved by the Fiscal Officer.
Appendix (continued)

I have a large number of invoices to generate, will the invoices need to be input one at a time? No, KFS has an invoice upload feature which allows the user to upload batches of invoices. Contact the Accounts Receivable Office at 486-5995 to receive additional information.

What KFS account and object code am I supposed to use when setting up the invoice/receivable? These fields refer to the intended income account(s). If you have questions as to what KFS account or object code to use, contact the Accounting Office.

Customer Invoice (INV)

Who is responsible for sending a KFS invoice to a customer? The department initiating the invoice is responsible for sending the invoice to the customer. Once the invoice is submitted in KFS, scroll to the bottom of the invoice and click ‘reload’. Once eDoc reloaded, scroll back to the bottom and click ‘generate print file.’ This produces a PDF which can be printed and mailed or saved and sent as an attachment via email.
<table>
<thead>
<tr>
<th>KFS eDoc Name</th>
<th>Abbreviated eDoc Name</th>
<th>Purpose of eDoc</th>
<th>Who Can Use?</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Receipt</td>
<td>CR</td>
<td>To record cash and checks received by departments for subsequent deposit into bank accounts by Bursar's Office.</td>
<td>Cash Receipt Initiator</td>
<td>To be used for cash and/or checks received being brought to Cash Operations for deposit. If eDoc requires Ad Hoc approval, it must occur prior to delivery to Cash Operations.</td>
</tr>
<tr>
<td>Credit Card Receipt</td>
<td>CCR</td>
<td>To record the receipt of income via credit card payment.</td>
<td>All departments</td>
<td>A separate CCR eDoc is necessary for each credit card type. Currently there are two types: American Express and Visa/MasterCard/Other. This document can be used with a negative amount for chargebacks. Timely submission required.</td>
</tr>
<tr>
<td>Advance Deposit</td>
<td>AD</td>
<td>To record deposits forwarded directly to the bank.</td>
<td>All departments</td>
<td>To be used for receipt of wires or ACH payments, as well as RDS check batches.</td>
</tr>
<tr>
<td>Cash Control</td>
<td>CTRL</td>
<td>To record payments received for relief of an accounts receivable balance. This document assigns the payment to a particular customer.</td>
<td>Billing Orgs / Processing Orgs</td>
<td></td>
</tr>
<tr>
<td>Payment Application</td>
<td>APP</td>
<td>To apply funds received in a CTRL eDoc to a particular invoice for an identified customer.</td>
<td>Billing Orgs / Processing Orgs</td>
<td>A CTRL eDoc must be initiated prior to the APP. The APP can be accessed from the CTRL. If CTRL is used and the associated APP applies funds to unapplied, another APP eDoc would be needed to remove the amount from unapplied to a specific customer invoice.</td>
</tr>
<tr>
<td>Customer</td>
<td>CUS</td>
<td>To create a new customer to be invoiced or to edit an existing customer.</td>
<td>Billing Orgs</td>
<td>Each customer may have up to two Alias IDs for cross referencing between different billing orgs.</td>
</tr>
<tr>
<td>Customer Invoice</td>
<td>INV</td>
<td>To create an invoice for a specific customer.</td>
<td>Billing Orgs</td>
<td>Invoices should be created for any goods and/or services provided to non-student customers.</td>
</tr>
<tr>
<td>Customer Credit Memo</td>
<td>CRM</td>
<td>To credit a customer invoice for a specific quantity or dollar amount.</td>
<td>Billing Orgs</td>
<td>Credit memos are used to cancel an invoice (or portion thereof) based on either a reduction in the unit quantity or dollar amount.</td>
</tr>
</tbody>
</table>